

## CLAIMS

Having thus described our invention, what we claim as new, and desire to secure by Letters Patent is:

1. A method for providing an improved consistency between systems management systems (SMSs) and respective distributed applications used by a plurality of people said applications operating in a distributed environment in a networked computer system in order to perform business processes, the applications being monitored and their hardware or software related error events being handled by an event server of said SMS, said method comprising the steps of:
  - displaying error information relating to hardware and/or software resources involved in said business process together with organizational information relating to organizational resources of said business process, said organizational information being in turn available to a process monitor of said application and including staff information, and
  - presenting said information in conjunction with the business process concerned by said error events for achieving a business process oriented solution to problems caused by said error event.

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2. The method according to claim 1, further comprising one or more of the steps of  
  
issuing an alert concerning the intended business process,  
  
taking corrective actions against the effects of said error on the intended business process, to allow said business process to continue.
3. The method according to claim 2, comprising the step of  
  
reassigning work to different people to allow said business process to continue.
4. The method according to claim 1, wherein said distributed application comprises a workflow management system (WFMS).
5. The method according to claim 4, wherein the step of providing a communication bridge between said SMS and said WFMS comprises the steps of  
  
involving said event server of said SMS into the communication bridge by adding a specified event action to the event definition effective on an event for handling said event, said event action involving a process monitor of said WFMS into event handling, and

13 enhancing said process monitor for processing  
14 said event actions by providing it with a set  
15 of predetermined rules in order to manage said  
16 business process.

1 6. The method according to claim 5, further  
2 comprising the step of  
3  
4 providing an application programming interface  
5 (API) common to WFMS and SMS in said process  
6 monitor of said WFMS for managing event  
7 handling.

1 7. The method according to claim 6, further  
2 comprising the step of  
3  
4 providing said process monitor with a function  
5 for automatic event analysis support related to  
6 said concerned business process.

1 8. The method according to claim 7, further  
2 comprising the step of  
3  
4 providing said function for automatic event  
5 analysis support with an end-user interface.

1 9. The method according to claim 4, the step of  
2 providing a communication bridge between said  
3 SMS and said WFMS comprising the steps of  
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5 involving said event server of said SMS into  
6 the communication bridge by adding a specified

event action to the event definition effective on an WFMS event for handling said event, said event action involving an enterprise console of said SMS into event handling, and

enhancing said enterprise console for processing said event actions by providing it with a set of predetermined rules in order to manage said business process.

10. The method according to claim 9, further comprising the step of

providing an application programming interface (API) common to SMS and WEMS in said enterprise console of said SMS for managing WFMS event handling.

11. The method according to claim 10, wherein

said enterprise console is provided with a function for automatic event analysis support related to the concerned business process.

12. The method/according to claim 11, wherein

said function for automatic event analysis support is provided with an end-user interface.

13. An application operating in a distributed environment in a networked computer system in order to perform business processes, the

4 application being monitored and it's error  
5 events being handled by an event server of an  
6 SMS,

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8 said application comprising

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10 means for using the method in accordance with  
11 claim 1.

1 14. A systems management system (SMS) monitoring  
2 and handling events from respective distributed  
3 applications which are operating in a  
4 distributed environment in a networked computer  
5 system in order to perform business processes,

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7 the SMS comprising

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9 means for using the method in accordance with  
10 claim 1.

1 15. A tool stored on a data carrier implementing  
2 the method according to claim 1 when read into  
3 a computer device.

1 16. A program stored on a data carrier implementing  
2 the application according to claim 11 when read  
3 into a computer device.

1 17. A program stored on a data carrier implementing  
2 the SMS according to claim 12 when read into a  
3 computer device.